

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

In re application of : August 16, 2001
S. Ganesan, et al : IBM Corporation
Filing Date: herewith : Dept.T81/Bldg. 503-3
Serial No. not yet assigned : P.O. Box 12195
For: Web-Based Distributed Call Center : Research Triangle Park,
Architecture : North Carolina 27709

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09/932368
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INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, DC 20231

Sir:

Applicants submit herewith patents, publications or other information of which there may be a duty to disclose in accordance with 37 CF 1.56.

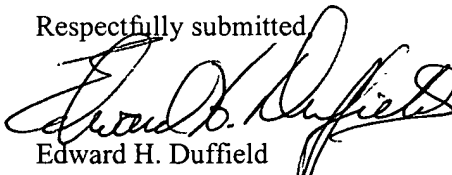
While this Information Disclosure Statement may be "material" pursuant to 37 CFR 1.56, it is not intended to constitute an admission that any patent, publication or other information referred to herein is "prior art" for this invention unless specifically designated as such.

In accordance with 37 CFR 1.97(g) the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56(a) exists.

The attached form, PTO-1449, provides a listing of patents, publications, or other information as required by 37 CFR 1.98(a)(1).

A copy of each of the items on PTO-1449 is supplied herewith.

Respectfully submitted


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